



Welcome to the September 2010 Community Town Hall

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**Chief, Plans Branch, DPTMS
791-8264**

Our Mission: To provide the Army the installation capabilities and services to support expeditionary operations in a time of persistent conflict, and to provide a quality of life for Soldiers and Families commensurate with their service.

We are the Army's Home



Town Hall Slides will be available at:
<http://www.gordon.army.mil/garrfp/sites/local/>



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Agenda

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Agenda

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DPW

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Door Prize Drawing

DECA

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DFMWR

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Door Prize Drawing

Closing Remarks



Directorate of Public Works



Contact DPW to view the Fort Gordon Real Property Master Plan Map and the Fort Gordon Community Center Map



Directorate of Logistics



Directorate of Logistics (DOL):

A Overview and issues regarding the DPS system

The Department of Defense developed a new personal property program called Defense Personal Property Program (DP3). The backbone of DP3 is the Defense Personal Property system (DPS) which is the automated system intended to simplify the Permanent Change of Station (PCS) move process.

The DPS system was developed and fielded, prior to resolution of many glitches in the system, which has had a negative impact on the service members. In the near future Installation Transportation Offices (ITOs) are expected to use DPS one hundred percent of the time. The DPS business rules forced Transportation Service Provider (TSP) /agents to accept all shipments offered to them or face suspension. The result of this has meant that the TSPs will accept shipments even when they cannot perform the service and then broker the shipment to other movers, further creating problems such as, no-shows and missed pack/pickup dates.

The system was designed to allow the TSP home offices to book shipments instead of the local agent. The TSPs are also allowed to bring trucks in from other areas to pack and load shipments. The process eliminates the local ITO from having to route and book shipments, it also eliminates any oversight that the local ITO could have provided. Carriers are forced to accept all shipments offered, and when packing/pickup dates arrive, the carrier often either does not show or fails to notify the customers that no trucks were available to service the shipments. This has resulted in the ITO being notified by the customer of non-service on scheduled pick up dates. It is at that point that the ITO must get approval from IMCOM G-4 to cancel the shipment in DPS and places it with another carrier. Even though the shipments can be routed and rebooked, the originally scheduled dates for pickup are not possible.



Directorate of Logistics (DOL):

The missed pack/pickup dates are a system failure that creates undue hardships to soldiers and families that have prepared residences for household goods and furniture pickups, arranged disconnection of utilities and coordinated other actions necessary for a successful move. The system's lack of reliability has become a source of frustration for our soldiers during an already stressful time.

To help mitigate some of these problems, the local Transportation office had been doing most of the bookings in the legacy system TOPS, as of last Friday they were directed by higher HQ to start using the new system DPS for shipments.

THINGS YOU CAN DO TO ENSURE A SMOOTHER MOVE:

1. Go on line as soon as you have your orders to <http://www.move.mil> register, create and submit your application for your move.
2. Within 24 hours you will get a confirmation as to who your moving company will be. Once received you need to call them and see when they will perform your pre-move survey. After receiving confirmation, you will need to fax or email your orders and confirmation sheet to the local transportation office.
3. After pre-move survey is completed, confirm scheduled pack and pick-up date with moving company. Ensure that you are in contact with them 5 to 7 days out, if not, then immediately contact the local Transportation Office.
4. Now you must wait until the movers get there to pack you out. If the moving company has not contacted you before 12 noon, or if they contact you and try to reschedule you, then contact the local transportation office.

Ft. Gordon's Transportation office: 706-791-4743 or 706-791-2134

Plans, Analysis and Integration Office



Customer Management Services (CMS) and Common Levels of Support (CLS)

9 September 2010

Chief, Plans, Analysis & Integration Office (PAIO)

IMCOM Mission – *To provide standardized, effective and efficient services, facilities and infrastructure to Soldiers, Families, and Civilians for an Army and Nation engaged in persistent conflict.*

We are the Army's home!

Tell Us How We're Doing...

BE HEARD



- On-Line
- Comment Cards
- In-Person



<http://www.gordon.army.mil/cms/>

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CUSTOMER ASSESSMENT

The annual Customer Service Assessment
is available to **EVERYONE** to take

Aug. 30 – Sep. 26, 2010

GO ONLINE TO TAKE THE SURVEY

www.mymilitaryvoice.org

Survey results to be published Dec. 2010

The assessment enables the Garrison Commander to obtain critical customer service feedback on service-provider strengths and areas requiring improvement.



For more information contact your
Customer Service Officer
Plans, Analysis and Integration Office (PAIO)
307 Chamberlain Ave. Room 362, Fort Gordon, GA 30905
(706) 791-1622



Common Levels of Support (CLS)



1-Minute CLS

- Installation services and support offered on Fort Gordon are dependent upon Army budget levels and are structured in Army's Common Levels of Support.
- Army's Installation Board of Directors (4-star leadership) approves standard levels of support across Army installations.
- Installations are on glide path to a more reduced level of service by FY12 in order to remain within Army's projected operational budget.
- Service levels for FY11 are expected to more closely align to FY10 levels now experienced, but some changes will continue.
- Some services remain fully funded and fully available throughout:
Army Community Services; Child & Youth Services & Schools; Utilities.
- Some limited adjustments are possible based on local requirements identified by the Senior Commander of each installation. Gordon FY10 adjustments:
EEO; Food Services; Facility Maintenance; Fire & Emergency Svcs; Security; Military Personnel Services

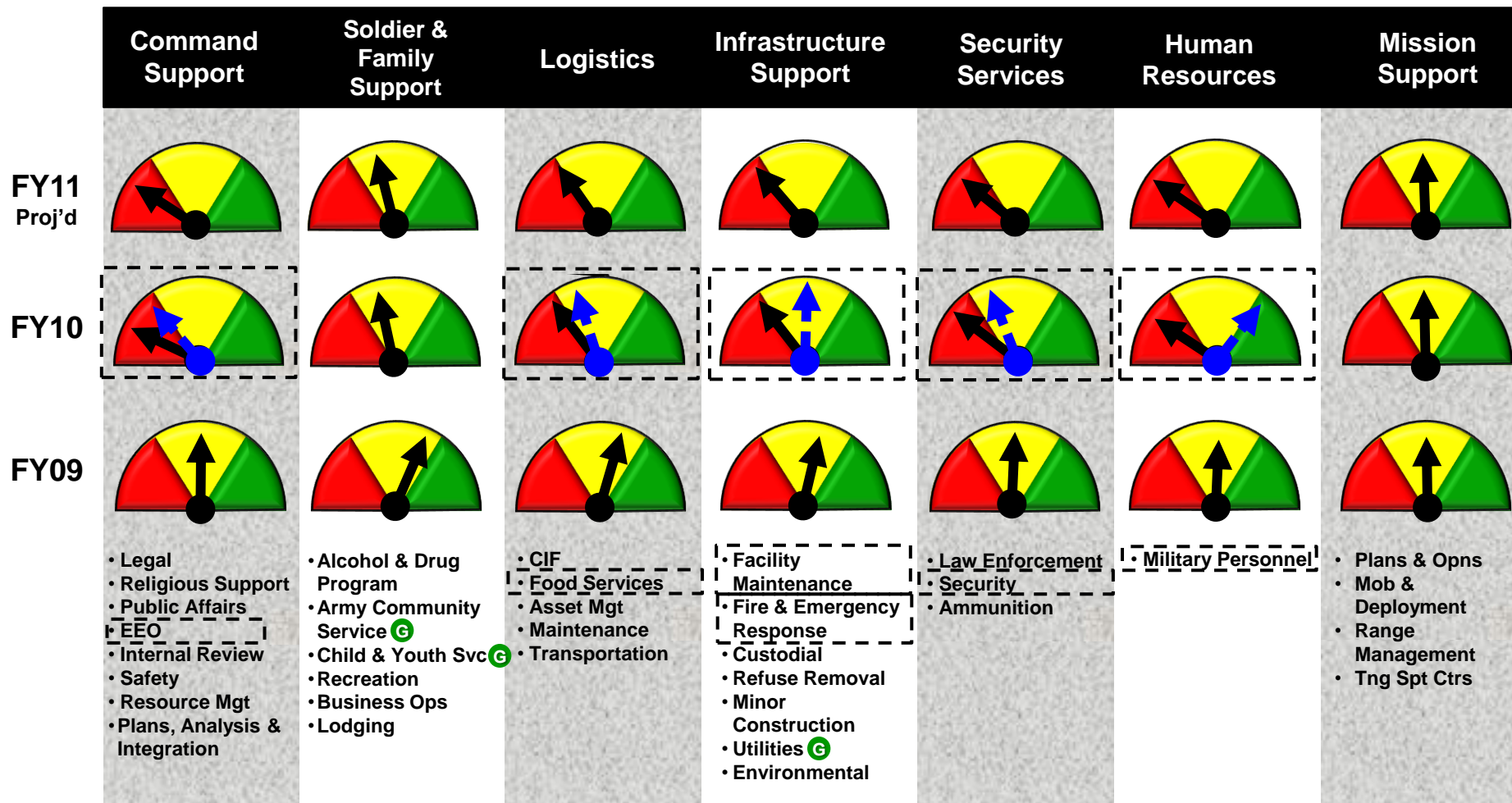
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Common Levels of Support – Capability Levels



Senior Commander Upgrade ()
 Funded at Green

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Common Levels of Support (CLS)



Where to Find More about CLS Services

- USAG-Ft Gordon PAIO, as installation-level program manager for CLS
Tel: (706) 791-2080 DSN 780
- USAG-Ft Gordon Resource Management Office (RMO), as manager for support agreements, MOU/MOA
Tel: (706) 791-7719 DSN 780
- USAG-Ft Gordon Directorates and Installation Support Offices, as service owners/providers of CLS Services.
- More information:
 - HQ, IMCOM Common Levels of Support Web Site:
<https://www.us.army.mil/suite/page/130314>
(log-in with AKO username/password to view page)
 - FY10 Configuration Guide (log-in through AKO):
<http://www.us.army.mil/suite/doc/16150956>



DES



VISITOR CONTROL CENTER



- The National Science Center is the proposed site for the new Visitor Control Center (VCC). Once DPW has acquired the facility (TBD), the DES will put the building into operation.
- The purpose will be to allow the installation to have a VCC with greater standoff distance, which we don't have with the VCC currently located at Gate #1.
- The new VCC will allow the DES to issue passes to individuals who don't have a decal and government ID card.
- A driver's license would no longer be a form of acceptable ID to enter the installation.
- **Army Regulation - AR 190–5 (Motor Vehicle Traffic Supervision)**



ACCESS CONTROL



- Gate 1 Open 24 hours a day, 7 days a week.
- Gate 5 Open 24 hours a day, 7 days a week.
- Gate 2 Open Monday - Friday, from 0430-2030, Saturday and Sunday, from 0800-1800, (including training holidays).
- Gate 3 Commercial Gate. Open Monday - Friday (including training holidays), from 0530-1530.



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SPEEDING



- CANTONEMENT AREA
35mph (1800-0530)
25mph (0530-1800)

*10 MPH (when approaching or passing troop formations)
*10 MPH (in parking lots and troop areas)
- HOUSING
30mph (Access Roads)
15mph (Housing)
- RANGE ROAD
45mph (Training Area)

CURRENT ISSUES: Majority of speed infractions are occurring in housing areas and Gate 1, outbound

***HOUSING:** only 16% of motorist follow the posted speed limit, whereas 67% do not.

USASC&FG REG 210-3



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CROSSWALK ISSUES



- * Motor vehicles will stop and yield the right of way to pedestrians entering marked crosswalk zones until the pedestrian has cleared the roadway.

(Ref. FG 210-3, Paragraph 17,i)



PARKING



USASC&FG REG 210-3

Parking or stopping motor vehicles in the following areas is prohibited:

- On seeded areas.
- On any sidewalk.
- Within 20 feet of buildings, (except in areas officially marked)
- Within 20 feet of a pedestrian crosswalk.
- Within 20 feet of a trash dumpster.
- Within 20 feet of a fire hydrant.
- In any area not specifically designated for parking
- When occupying more than one parking space.
- In designated handicapped parking spaces without permit/decal

*All parking violations are subject to Towing enforcement and Vehicle Booting.



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ILLEGAL BREED OF DOGS



Army Residential Communities Initiative (RCI) Privatization Pet Program

- Pit Bulls
- American Staffordshire Terriers
- Staffordshire Bull Terriers
- Rottweiler's
- Doberman Pinschers
- Chows And Wolf Hybrids

NOTE: (IAW Army Residential Communities Initiative (RCI) Privatization Pet Policy). The pet restrictions also extend to other dogs who demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following types of behavior: (1) Unprovoked barking, growling, or snarling at people approaching the animal (2) Aggressively running along fence lines when people are present (3) Biting or scratching people (4) Escaping confinement or restriction to chase people.

*Personnel in violation of this animal control policy the pet will cited on DD Form 1408 for illegal boarding of an aggressive or potentially aggressive animal.



AAFES



A PART OF YOUR BENEFIT
A PART OF YOUR LIFE!

Presented By:

AAFES GM



Who is AAFES?

- The Army and Air Force Exchange Service (AAFES) -- now in its second century of service -- remains committed to its dual mission of providing merchandise and services to military families worldwide and generating earnings to supplement military Morale, Welfare and Recreation (MWR)/Services programs. While most of AAFES' earnings go to MWR/Services programs--\$261.6 million in 2009--the remainder funds new and improved exchange stores. In addition to strengthening troops' quality of life, AAFES saves authorized shoppers money with an average overall savings of 20 percent compared to the competition. Customers can enjoy exchange benefits in many ways, with the greatest value being AAFES' pledge "We go where you go."



the
AAFES
value.
story

What can you expect from AAFES on Ft GORDON?

- \$31.5 Million PX Expansion Project that will take the existing PX (98,000 Sq Ft) and expand it to (177,000 Sq Ft) include:
 - Military Clothing Sales Store (MCSS)
 - Pxtra and PX merchandise departments all under one roof! One stop shopping!
 - New Food Court will increase from 6 to 8 Food brands!
 - Services Short Term and Long Term Concessions
- \$ 1.3 Million Renovation of the Burger King – November 2010
- \$ 1.8 Million Renovation of the Class VI
 - Add on Shoppette, Fuel, and Name brand Food Franchise.
- LOCAL Projects:
 - \$ 75K Domino's Pizza Delivery and Pick up – AAFES & MWR Partnership



What can you expect from AAFES on Ft GORDON??

- LOCAL Projects: (cont'd)
- (\$ 475K) Main Food Court update:
 - Anthony's Pizza image update
 - Relocation of Drink stations to provide increased seating
 - Replace Robin Hood with Subway
- (\$270K)PX Image update completion
 - TV wall expansion in Power zone
 - Customer Service upgrade



aafes.com
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EXCHANGE
CATALOG & ONLINE STORE
CONVENIENCE. VALUE. VARIETY. TM



Commissary



Community

■ Bagger License Applications at ACS

- Students must maintain C Average
- Most Qualified Selected by Panel

■ Career Opportunities with DeCA

- Usajobs.gov
- GS-01-04 Sales Store Associates

■ Fundraisers

- Approved by DFMWR (Ms. Camacho)
- Bagging/Bake Sales/Scouts

■ Scholarship Program (Fisher House)

Your Store

- 44K Sq Ft Sales Area
 - \$6MM Renovation 2009
- New in the Deli
 - Olive Cart/Fresh Sushi
 - New Oven and Proofer
 - New Cheese Case (Expanded Variety)
- Cutting Fresh Pork \$\$\$ Savings
- USDA Choice Meats
- 2 Case Lot Tent Sales each year (May/September)
- www.commissaries.com



Directorate of Human Resources



ID CARDS/DEERS

- Appointment System
- Priorities/Walk-ins
- Telephone queue system coming soon
- On-line appointment scheduler coming soon



Passports

- The mission of the **Family Travel/Passport Office** is to provide assistance to soldiers and their dependents when PCS'ing overseas. For questions, call 791-4349.
- We request dependent travel to command sponsored areas.
- We issue and execute the documentation necessary for no-fee, Official, Diplomatic passports and visas. We do NOT distribute tourist passports for vacation or personal travel.
- No-fee passports are issued by the State Department for the dependents of service members who are being reassigned to an overseas command.
- The **Family Travel Office** provides assistance to dependents who are joining their sponsors already in the overseas command.
- For additional information, utilize this url:
<http://www.gordon.army.mil/mpd/strength.htm>



Directorate of Family, Morale, Welfare and Recreation



Town Hall Meetings



MISSION: Build an enduring program, which embraces and reassures Survivors that they are continually linked to the Army Family for as long as they desire.

SERVICES

- Support Groups
- Benefits Counseling
- Financial Counseling
- Finance and Life Skill Classes
- FRG Training
- CAO/CNO Training
- Unit Training
- Commander/RDC Training
- Referrals to non-governmental groups i.e. Gold Star Wives and Tragedy Assistance Program for Survivors

UPCOMING EVENTS

- Coffee Break with SOS, 20 SEP, 0930 at FOC
- Survivor Mini Summit and Remembrance of Fallen Ceremony, 23 OCT, 0900 at the Gordon Conference Center

Contact SOS at:
Darling Hall, Suite 262
(706) 787-4SOS/1SOS
Gordon.sos@us.army.mil



Child, Youth & School Services

Child, Youth & School Services update:

New DoD Fee Policy in effect 1 October 2010

CDC East – end of construction September 2010

CDC West – projected end of construction September 2010

Main CDC 232 – projected end of construction February 2011

Youth Center 150 – Soil, Silt and Erosion control plans under review

CYSS School Liaison Services:

Columbia County: 706-791-4168

Aiken and Richmond Counties: 706-791-7270

Freedom Park School:

FPS: 706-796-8428

**Construction of Middle School Wing approved by Richmond
County BOE spring 2010**

Army Town Hall Meetings

CYSS Services

CYSSFees.armymwr.com



SY 2010-2011 GARRISON FEE CHART FOR:

FORT GORDON

CHILD DEVELOPMENT CENTERS (CDC) Monthly FEE CHART

Total Family Income Categories		Full-Day	Preschool 5 Day 3 Hr	Middle School/Teens Camp (Weekly)
CAT I	\$0 - 29,400	\$210	\$102	\$20
CAT II	\$29,401 - 35,700	\$290	\$134	\$26
CAT III	\$35,701 - 46,200	\$352	\$164	\$32
CAT IV	\$46,201 - 57,750	\$402	\$196	\$38
CAT V	\$57,751 - 73,500	\$468	\$226	\$44
CAT VI	\$73,501 - \$85,000	\$532	\$256	\$50
CAT VII	\$85,001 - \$100,000	\$544	\$268	\$52
CAT VIII	\$100,001 - \$125,000	\$550	\$274	\$54
CAT IX	\$125,001+	\$556	\$280	\$55

STANDARD HOURLY RATE: \$4.00
(Multiple Child Reductions and Total Family Income Categories do not apply)

MIDDLE SCHOOL TEENS (MST)

SCHOOL-AGE SERVICES (SAS) Monthly FEE CHART

Total Family Income Categories		Before/After School	Before School	After School	Camp (Weekly)
CAT I	\$0 - 29,400	\$108	\$56	\$60	\$40
CAT II	\$29,401 - 35,700	\$176	\$90	\$104	\$52
CAT III	\$35,701 - 46,200	\$218	\$112	\$130	\$64
CAT IV	\$46,201 - 57,750	\$260	\$134	\$156	\$77
CAT V	\$57,751 - 73,500	\$292	\$154	\$180	\$89
CAT VI	\$73,501 - \$85,000	\$336	\$174	\$202	\$100
CAT VII	\$85,001 - \$100,000	\$340	\$182	\$212	\$105
CAT VIII	\$100,001 - \$125,000	\$344	\$186	\$218	\$107
CAT IX	\$125,001+	\$348	\$190	\$222	\$110

OCCASIONAL USE RATES: Part Time (< or = to 4 hrs./day) \$16.00 Daily (> 4 hrs.): \$30.00
(Multiple Child Reductions and Total Income Family Categories do not apply)

PRE-K and KINDERGARTEN Monthly FEE CHART

Total Family Income Categories		Before/After	Before	After	Camp (Weekly)
CAT I	\$0 - 29,400	\$116	\$56	\$60	\$52
CAT II	\$29,401 - 35,700	\$194	\$90	\$104	\$72
CAT III	\$35,701 - 46,200	\$242	\$112	\$130	\$88
CAT IV	\$46,201 - 57,750	\$290	\$134	\$156	\$100
CAT V	\$57,751 - 73,500	\$334	\$154	\$180	\$117
CAT VI	\$73,501 - \$85,000	\$376	\$174	\$202	\$133
CAT VII	\$85,001 - \$100,000	\$394	\$182	\$212	\$136
CAT VIII	\$100,001 - \$125,000	\$404	\$186	\$218	\$138
CAT IX	\$125,001+	\$412	\$190	\$222	\$139

OCCASIONAL USE RATES: Part Time (< or = to 4 hrs./day) \$16.00 Daily (> 4 hrs.): \$30.00
(Multiple Child Reductions and Total Income Family Categories do not apply)

YOUTH SPORTS (YS) Season FEE CHART

Category	Sports	Season Fee
Developmental Sports	Team Sports for Ages 3 - 4	\$20
Category A	Soccer, Flag Football, Cheerleading, Basketball	\$40
Category B	Baseball	\$45
Category C	Golf	≥ \$65*

* Category C Sport Fees are locally determined but must be equal to or greater than amount shown
OTHER SPORTS NOT LISTED: Contact FMWR Sports POC to determine appropriate Category

All Fees effective 1 October 2010

FINANCIAL DISCLOSURE: Patrons who do not wish to disclose financial information will be placed in Category IX
MULTIPLE CHILD REDUCTION: A 15% Reduction is offered to the second and subsequent children in all regularly scheduled Army Child Care Programs
(Full fee is charged for the child in the most expensive care option, e.g., Full Day CDC care vs SAS care)

LATE PICK-UP FEES: Family fee of \$1.00 per minute/\$15.00 maximum. Note: If Family has children at different sites, late pick-up fees are assessed per site



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Child Development Center at DDEAMC





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POINTES WEST ARMY RESORT SIX PLEX MOTEL





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POINTES WEST ARMY RESORT PAVILION





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POINTES WEST ARMY RESORT PAVILION





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LEITNER LAKE RECREATION COMPLEX CONFERENCE/SUPPORT CENTER-IN PROGRESS





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LEITNER LAKE RECREATION COMPLEX CONFERENCE/SUPPORT CENTER-IN PROGRESS





Issue #001

ISSUE: Many of the military installations that I have been assigned to or visited have wood/craft/frame/engraving shops for valid ID card holders to use. Are there any plans to establish any facilities here to support the Fort Gordon community?

WHO AFFECTED: The entire Fort Gordon community. Saves organizations and Family Members time and money. Money from plaques, framing, etc. for hail and farewells could be money to support MWR. Helps us be more self sufficient; build pride and a greater feeling of satisfaction/accomplishment?

CUSTOMER'S RECOMMENDATION: Build some facilities that support the installation so that we are less dependent on the local economy. This would allow us to become more self sufficient and infuse morale for both our service members retired and active and their family members.



Issue #001

RESPONSE (DFMWR): (001) Fort Gordon Arts and Crafts Facility closed in early 1990s due to low utilization of the crafts programs.

DFMWR has attempted numerous times to bring on an "arts and crafts" concessionaire contractor to provide classes and instruction for these type activities. Not enough customers and/or business were the primary reasons for contractors not coming on Fort Gordon.

Local and Regional FMWR customer surveys reflect that demand for this type of service is very minimal. DA Customer Surveys validate this very low demand throughout the Army. *For 15 years, based on percentages, Arts and Crafts Programs consistently ranked at the low end (21 out of 25) of Recreational Activities, Programs, Facilities provided in the surveys.*

There are several businesses in the local area that offer picture framing, trophy and plaque services to meet the needs of the Fort Gordon customer base.



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Next Town Hall

***Thursday, 1430 (Workforce) & 1800
(Residents/Families), 9 December 2010***

Alexander Hall